

CITY OF ROCKLIN

INFORMATION SYSTEMS TECHNICIAN

DEFINITION

To coordinate, participate in and maintain the City's computerized information systems activities, including mini and micro computers, LANS, and related peripheral equipment and associated software; to assist users in the selection and application of pre-designed applications software; to provide software programs and software modifications as necessary; and to act as liaison to vendors in the evaluation of designated equipment and software systems.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Information Systems Manager.

EXAMPLES OF ESSENTIAL FUNCTIONS – *Essential functions may include, but are not limited to, the following:*

Provide user support assistance in developing and implementing the City's computerized information systems, including hardware and software requirements.

Analyze and document applicability of office automation and information systems to assist in obtaining information needed by management.

Assist users in solving computer system problems related to efficient processing of input and output data.

Analyze, troubleshoot, recommend, and implement solutions to a wide variety of computer system hardware and software problems.

Answer technical questions to enhance user development.

Research, collect and interpret data on computer hardware and/or software for office automation and data processing to meet the City's information systems goals; maintain awareness of technical advancements in the field; participate in vendor evaluation.

Maintain operational familiarity with City mini and micro computing equipment, including all associated software.

Assist in developing and monitoring the capital outlay budget for City's computer systems needs; maintain a complete and current system inventory.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

Office automation and information systems needs to achieve efficient utilization by the City.

Operational characteristics of the mini and micro computer hardware and related software systems of the City.

Techniques and methods of computer hardware and software evaluation, implementation and required documentation.

Ability to:

Operate a full range of office automation equipment and software including local area networks, mini and micro computers, including related peripheral equipment.

Logically solve problems relating to equipment configuration and overall system design.

Lift and move fifty pounds safely and routinely.

Communicate effectively, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of responsible computer system support experience including the utilization of computer systems, software programs and equipment of a nature similar to those utilized by the City of Rocklin.

Training:

Equivalent to completion of the twelfth grade supplemented by college level course work in computer science or a related field.